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Bib Data Sheet

CONFIRMATION NO. 5258

<b>SERIAL NUMBER</b> 09/997,571	<b>FILING DATE</b> 11/29/2001 <b>RULE</b>	<b>CLASS</b> 709 705	<b>GROUP ART UNIT</b> 2152 3623	<b>ATTORNEY DOCKET NO.</b> 109.0016
<b>APPLICANTS</b> James L. Volpe, Raleigh, NC; Mark Dabkowski, Raleigh, NC; Barry Johnson, Raleigh, NC; Kristin Simora, Raleigh, NC;				
<b>** CONTINUING DATA *****</b> None KD				
<b>** FOREIGN APPLICATIONS *****</b> None KD				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 01/18/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>[Signature]</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> NC	<b>SHEETS DRAWING</b> 22	<b>TOTAL CLAIMS</b> 19
				<b>INDEPENDENT CLAIMS</b> 4
<b>ADDRESS</b> 27997				
<b>TITLE</b> Systems and methods for managing customer-related communications				
<b>FILING FEE RECEIVED</b> 954	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	